

# Facts & Information

August 1999

## Filing an Informal Complaint

The UTC's Consumer Affairs staff investigates disputes between customers and regulated utilities. If you are having a problem with your utility, you should first contact the utility's customer service office and explain the problem to them. Ask for a supervisor if necessary. If you are not satisfied after talking to a supervisor, you can file an informal complaint against the company with the UTC by mailing in the attached complaint form, calling toll free 1-800-562-6150 or by using the electronic complaint form available on the agency's website.

### How to file an informal complaint

We will be able to process your complaint much faster if you provide the following:

- Typed or legibly printed information
- A telephone number where you can be reached during the day
- Your account number
- As much specific information about your complaint as possible
- The relief you are requesting
- Copies of any relevant bills or paperwork you received from the company.  
(Please highlight or circle the charges you are disputing.)

### UTC Review of Complaint

Complaints not within the UTC's jurisdiction are sent to the appropriate federal or state agency. You will receive a copy of the referral letter if your complaint is referred to another agency.

If the complaint is within the Commission's jurisdiction, a Consumer Program Specialist in our Consumer Affairs Section will ask the company for a response. The company has two working days to respond.

Our consumer specialist will review the company's information. If it appears from the complaint and from the company's response that the company did not comply with the law, rules or its tariff, we will take appropriate action. We may also work with the company regarding any refunds, payment arrangements, etc. During this process, you might be contacted for additional information.

We will contact you with the results when the investigation is completed, usually two to four weeks after receiving the complaint.



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All UTC publications are  
available in alternate formats.  
Call (360)664-1133.